

How should each party provide feedback to the other of a spike in demand/project that is Unforecasted for the current year?	<p>Each party will notify the other when they project a significant short term spike in demand which has the potential to impact infrastructure and/or workforce balance.</p> <p>This notification will be done via letter to the other party (ex. CLEC obtains a new ISP) via the respective account managers. A copy may be sent to the appropriate provisioning group in Bell Atlantic.</p> <p>For example, significant changes can include :</p> <ul style="list-style-type: none"> • A new CLEC POI • Advancing or delaying significant trunk requirements from one year to another • Unforecasted trunking requirements • New Switch
Joint Network Planning Reviews	May be called by either party as required. These meetings will include engineering representatives from each party. May include discussions on changes in POI, additional transport requirements, additional trunking requirements, significant advances or delays in requirements from one year to another.

CLEC Forecasting Process - Key Milestones

1997

- OCT Industry Conference
- Presentation of Forecasting Process
- DEC Bell Atlantic Account Team Issues Forecast Package to CLECs
- Guidelines / Templates

1998

- FEB CLEC Forecasts Submitted to Bell Atlantic
- MAY CLEC Forecasts Submitted to Bell Atlantic
- AUG CLEC Forecasts Submitted to Bell Atlantic
- NOV CLEC Forecasts Submitted to Bell Atlantic
- 4Q Forecasting Discussion

Joint Planning / Forecast Reviews As Required

- ❖ Topics may include
 - Forecasts and Guidelines Tutorial
 - Review of General Network Information
 - Provided Through Existing Channels



CLEC Interconnection Trunking Forecast Guide

Addendum A - Forecast Template

**Bell Atlantic
Telecom Industry Services**

CLEC Interconnection Trunking Forecast

Addendum A
Attachment 1

CLEC Name :	ABC Telecom	Forecast Issue Date:	2/1/98
Issued By:	J. Doe Network Mgr.	Reach Number:	914-555-1212

LATA:	132
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Bell Atlantic

Telecom Industry Services

CLEC Interconnection Trunking Forecast

Addendum A

Attachment 1

CLEC Name :	ABC Telecom	Forecast Issue Date:	2/1/98
Issued By:	J. Doe Network Mgr.	Reach Number:	914-555-1212

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[illegible]

Bell Atlantic

Telecom Industry Services

CLEC Interconnection Trunking Forecast

Appendix A

Attachment 1

CLEC Name :	ABC Telecom	Forecast Issue Date:	2/1/98
Issued By:	J. Doe Network Mgr.	Reach Number:	914-555-1212

LATA: 132

[illegible]

**Bell Atlantic
Telecom Industry Services**

CLEC Interconnection Trunking Forecast

Addendum A
Attachment 2

CLEC Name :	1	Forecast Issue Date:	2
Issued By:	3	Reach Number:	4

LATA: 5

[illegible]

LATA: 5

10

Bell Atlantic

Telecom Industry Services

CLEC Interconnection Trunking Forecast

Appendix A

Attachment 2

Name :	1	Forecast Issue Date:	2
d By:	3	Reach Number:	4

4: 5[illegible]

CLEC Interconnection Trunking Forecast Guide

Addendum B - Forecast Template Field Definitions

Header Section

1. CLEC Name:

DEFINITION: This field identifies the Telecommunications Carrier issuing the trunk forecast.

EXAMPLE: ABC Telecom

2. Forecast Issue Date:

DEFINITION: This field identifies the date the trunk forecast is issued by the Telecommunications Carrier.

EXAMPLE: 2/1/98

3. Issued By:

DEFINITION: This field identifies the name and the title of the person issuing the Forecast for the CLEC .

USAGE: This information will be used by Bell Atlantic to contact the CLEC if additional information concerning the forecast is required.

EXAMPLE: Jane Doe , Network Manager

4. Reach Number:

DEFINITION: This field identifies the Telephone Reach Number of the CLEC employee who originated this trunk forecast. The field should contain a three-digit area code, three-digit exchange, and a four-digit line number.

USAGE: This information will be used by Bell Atlantic to contact the CLEC if additional information concerning the forecast is required.

EXAMPLE: 1-800-555-1212

5. LATA:

DEFINITION: This field indicates the LATA which the trunk group(s) forecast will serve. A separate forecast template should be prepared for each LATA for which the CLEC is providing trunk forecasts.

USAGE: This information will be used to distribute the forecasts to appropriate personnel within Bell Atlantic .

EXAMPLE: 132

Trunk Group Specific Section

6. ACTL (Access Customer Terminal Location / POI (Point of Interface):

DEFINITION: This field identifies the CLLI Code of the Terminal Location / POI of the CLEC providing the IntraLata Service. If the CLEC does not have a CLLI Code for a particular ACTL / POI, the CLEC should contact their Bell Atlantic account manager to obtain a code prior to the submission of the trunk forecast.

USAGE: This field identifies the physical drop-off point of traffic to the CLEC.

EXAMPLE: GRCYNYAANMD

7. TSC (Two Six Code) / NEW:

DEFINITION: This field identifies the unique number assigned to the Trunk Group by Bell Atlantic. For new trunk groups, indicate "New" in the field.

USAGE: This field assures that Bell Atlantic and the CLEC are referencing the appropriate trunk group.

EXAMPLE: AQ123456

8. BELL ATLANTIC CLLI:

DEFINITION: This field is the eleven (11) character CLLI (Common Language Location Identification) Code of the Bell Atlantic switch.

USAGE: The CLLI identifies the Bell Atlantic switch in unique terms.

EXAMPLE: GRCYNYCG02T

9. DS (Direction and Type Of Signaling)

DEFINITION: This field is a two character code which identifies the direction of traffic movement for trunk groups and the type of pulsing signals between the Bell Atlantic and CLEC location. Refer Bellcore standard XXX for a complete list of definitions. The following table represents the most common selections:

DS	Description
MM	Two way MF pulsing
-M	MF pulsing from CLEC to Bell Atlantic
M-	MF pulsing from Bell Atlantic to CLEC
77	Two way SS#7 pulsing
-7	SS#7 pulsing from CLEC to Bell Atlantic
7-	SS#7 pulsing from Bell Atlantic to CLEC

USAGE: This field is required to help identify the components necessary to build the trunk group.

EXAMPLE: MM

10. CLEC SWITCH CLLI:

DEFINITION: This field is the eleven (11) character CLLI code of the CLEC Switch.

USAGE: The CLLI identifies the CLEC switch in unique terms.

EXAMPLE: GRCYNYAADS0

11. INTERFACE TYPE (Point of Interconnection): Note, specific requirements of this field are undergoing review.

DEFINITION: This element describes the Interface Group desired for this traffic. These Groups relate to the CLEC POI Interface Groups for Switched Access Service.

DS1	DS1 Level High Speed Digital (1.544 MBPS)
DS3	DS3 Level High Speed Digital (44.736 MBPS)

USAGE: This field is required on all documents.

EXAMPLE: DS1

12. 56 KB or 64 Clear Channel:

DEFINITION: This field defines the requirement for either 56KB or 64 clear channel on this trunk group. Note: 64 clear channel shall be provided where available.

USAGE: This field is required to help identify the components necessary to build the trunk group.

EXAMPLE: 56 or 64

Trunk Forecast Section (Refer to Addendum A Attachment 1 for Examples)

• Current Year Trunk Requirements

13. Trunks In-Service As Of Forecast Issue Date:

DEFINITION: This field identifies the number of DS0 trunks In Service for this trunk group as of the date of the forecast.

USAGE: This information gives Bell Atlantic evaluates the starting point for this forecast.

EXAMPLE: 192

14. 1Q FCST , 2Q FCST, 3Q FCST, 4Q FCST:

DEFINITION: These fields indicate the cumulative trunk quantity forecasted for each quarter of the current year. Quantities indicate end of quarter requirements. As quarterly updates are provided, fields for past quarters should be used to indicate actual in-service amounts.

USAGE: This information will identify any changes in requirements for the current year.

EXAMPLE: 192 Trunks (Only the number of DS0 trunks required)

- **Trunk Forecast Requirements: Current Year + 1**

15. 1Q, 2Q, 3Q, 4Q:

DEFINITION: These fields indicate the cumulative trunk quantities forecasted to be required for the First Future Year (Current Year +1) by quarter for that year. Quantities indicate end of quarter requirements.

USAGE: This information provides and indication of timing as well as volumes for the forecast year.

EXAMPLE: 216 Trunks (Only the number of DS0 trunks required)

16. **Trunk Forecast Requirements: Current Year + 2 :**

DEFINITION: This field indicates the cumulative trunk quantities forecasted to be required for the second future Year (Current Year +2) as of the end of the year.

USAGE: This information provides volumes for the forecast year.

EXAMPLE: 216 Trunks (Only the number of DS0 trunks required)

- **Other**

17. **REMARKS:**

DEFINITION: This field is used to expand upon/clarify forecast data for each trunk group. It should be used to identify the sizing and timing of major projects, major shifts in demand, new switches etc.

USAGE: This field should be used to identify high priority requirements and other forecast items to be included in discussions at the Quarterly meetings with Bell Atlantic..

EXAMPLE: Will be establishing new POI in 1998.

Proposed Service Quality Measurement	Absolute Standard	NOTES
Ordering Process:		
I. Order Confirmation/Reject Timeliness:	90% according to schedule below	Time from receipt of request electronically to order confirmation or reject
A. INTERCONNECTION - MESSAGE TRUNKS:		
1. Timeliness of positive acknowledgment of valid Access Service Request ("ASR") NR a) 1-96 Trunks <ul style="list-style-type: none"> ASR received before 3:00pm (Eastern Time) ASR received after 3:00pm (Eastern Time) b) Greater than 96 Trunks <ul style="list-style-type: none"> ASR received before 3:00pm (Eastern Time) ASR received after 3:00pm (Eastern Time) 	LCUG OP4 @24hours next bus day plus 24hours @48hours next bus day plus 48hours LCUG OP5 @no later than 10 bus days App=day 0 NO LCUG @no later than 10 bus days	All ASRs must be electronically transmitted for FOC/Reject intervals to apply. For FAX add 24 hours to intervals NYT - FOC will be sent after actual, physical check for interoffice facilities and switch eq (10 day interval up for review by end of 3Q98) (10 day interval up for review by end of 3Q98) (report starts with DOC implementation in ASR18)
2. Timeliness of Firm Order Confirmation - Access Service Request ("ASR") RNYT 1. Timeliness of Design Layout Record (FDLR/CDLR) RNYT		
B. UNBUNDLED ELEMENTS:		
1. Timeliness of Service Request ("SR") Order Confirmation/Reject: RNYT (pots&specials)) a) Less Than 10 Lines (POTS - Links, Switching or Combo): <ul style="list-style-type: none"> Flow Through Orders Other Orders: <ul style="list-style-type: none"> (1) SR received before 3:00pm (Eastern Time) (2) SR received after 3:00pm (Eastern Time) b) Less Than 10 Lines (Specials): <ul style="list-style-type: none"> Flow Through Orders Other Orders: <ul style="list-style-type: none"> (1) SR received before 3:00pm (Eastern Time) (2) SR received after 3:00pm (Eastern Time) c) 10 or greater lines (POTS/Spec.-includes facility check):	LCUG OP4&5 @2 hours @24 hours @next bus day plus 24 hours @2 hours @48 hours @next bus day plus 24 hours	(discussion of batch intervals e.g. several over course of workday acceptable versus one time, end of day batch could affect interval) • UNE- Switching assumes switch activation - following NDR process. • All orders electronically sent • UNE- Switching assumes switch activation - following NDR process. • All orders electronically sent

Reported by New York Tel = RNYT

Not Reported by incumbent = NR

Reported by Frontier Tel. of Rochester = RFTR @ = consensus standard

Proposed Service Quality Measurement	Absolute Standard	NOTES
Pre-Order Process:		
I. OSS Response Time		
A. PERFORMANCE OF OSS SYSTEMS		
1. Pre-Order Response Time by Transaction type: <ul style="list-style-type: none"> Customer Service Records Due Date Availability Product & Service Availability Information Address Validation Telephone number availability and reservation <p>RNYT</p> <p>1. Availability of NYT OSS access: RNYT</p>	<p>@ parity plus not more than 4 seconds (applies to application to application interface)</p> <p>LCUG PO1</p> <p>@ 24 hrs X 7 days access to gateway or parity if direct access LCUG GE1</p>	<p>Response time by Transaction type measured in seconds from the time the query hits DCAS system until the data is received back by function: Methodology: NYT to sample 10* transactions per hour from 8 a.m. to 5 p.m. via Sentinel system. Sentinel will replicate the transaction of a NYT service representative going directly to the OSS as well as a Carrier representative coming in to DCAS to the OSS. (* TN to be 1 per hour to prevent TN inventory problems.) RFTR could offer direct OSS access, at parity, to CLECs OSS systems will be available to TC representatives during the same hours that they are available to ILEC representatives.</p>
II. Contact Center Availability		
A. CENTER AVAILABILITY		
<p>1. Availability: (Resale center & CATC):</p> <p>a) <u>Center hours of operation:</u> NR</p>	<p>@ 24 hours X 7 days for NYT 8am - 8pm Mon - Fri. for RFTR LCUG GE2&3</p>	<p>For NYT contact with CLECs is designed to take place via direct access systems. Carrier support centers such are designed to handle fall-out and not large call volume. <i>Call management system is under development.</i> RFTR (note: porting and activation can be pre-arranged for Sat.)</p>

All Orders: (1) SR received before 3:00pm (Eastern Time) (2) SR received after 3:00pm (Eastern Time)	@72 hours @next bus day plus 72 hours	All orders electronically sent.
Proposed Service Quality Measurement	Absolute Standard	NOTES
Ordering Process: (continued)		
I. Order Confirmation/Reject Timeliness (continued):	90% according to schedule below	Time from receipt of request electronically to order confirmation or reject
C. RESALE: 1. Timeliness of Service Request ("SR") Order Confirmation/Reject: RNYT a) POTS - New Lines - Less Than 10 Lines or Flip orders (no line limit): Flow Through Orders Other Orders: (1) SR received before 3:00pm (Eastern Time) (2) SR received after 3:00pm (Eastern Time) b) SPECIALS - New Lines - Less Than 10 Lines: Flow Through Orders Other Orders: (1) SR received before 3:00pm (Eastern Time) (2) SR received after 3:00pm (Eastern Time) c) POTS or SPECIALS - 10 or more lines (facility confirmation): All Orders: (1) SR received before 3:00pm (Eastern Time) (2) SR received after 3:00pm (Eastern Time)	LCUG OP4&5 @2 hours @24 hours @next bus day plus 24 hours 2 hours 48 hours @next bus day plus 48 hours @72 hours @next bus day plus 72 hours	(discussion of batch intervals e.g. several over course of workday acceptable versus one time, end of day batch could affect interval) All orders electronically sent. All orders electronically sent. All orders electronically sent. All orders electronically sent.
II. Completions:		Timeliness of receipt of notice of completion
A. INTERCONNECTION - MESSAGE TRUNKS: 1. Timeliness of Notice of Completion - Trunks NR	@notice at turn up LCUG OP7	completion at acceptance with (optional)code, serial# or initials provided by ordering carrier
B. UNBUNDLED ELEMENTS: 1. Timeliness of Notice of Completion: RNYT a) Unbundled Element - Hot Cuts b) Unbundled Element - Other	LCUG OP7 @completed at turn up @95% next bus day by noon	acceptance code, serial # or initials provided by ordering carrier
C. RESALE:		

1. <u>Timeliness of Notice of Completion</u> - Resale: RNYT RFTR if carrier accepts WMS notification	LCUG OP7 @95% next bus day by noon	acceptance code, serial# or initials provided by ordering carrier
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Selected Service Quality Measurement	Absolute Standard	NOTES
Provisioning Process: (continued)		
Jeopardy Status:		Timeliness of receipt of notice of jeopardy of service order request (missed commitment with new date/time)
INTERCONNECTION - MESSAGE TRUNKS:	90%	
1. <u>Timeliness of Notice of trunk jeopardy</u> NR	NYT at 2 days prior to dd RFTR at 5 days prior to dd LCUG OP6	In case where jeopardy situation is identified.
UNBUNDLED ELEMENTS:		
1. <u>Timeliness of Notice of jeopardy</u> NR	LCUG OP6 24 hours	To the extent that incumbent has knowledge of a jep condition, notice will be given as soon as it is known on or before committed dd
C. RESALE:		
1. <u>Timeliness of Notice of jeopardy</u> RFTR	LCUG OP6 24 hours	To the extent that incumbent has knowledge of a jep condition, notice will be given as soon as it is known on or before committed dd. RFTR will report jep through wholesale management system as soon as tech reports delay.
Provisioning Process		
I. Completion Intervals:		Intervals offered on Attachment B.
A. INTERCONNECTION - MESSAGE TRUNKS:		
1. <u>Completion Interval</u> - Trunks · Avg. Offered Interval · Avg. Completed Interval RNYT	NO CONSENSUS-RFTR @parity with FG-D LCUG OP1	Comparison to Switched Access Feature Group D. (18 business days for forecasting carriers effective date TBD). RFTR proposes comparison to intrastate Feature Group D.
2. <u>Completion Interval</u> - Collocation · Avg. Interval NR	76 bus days NO LCUG	(See Interconnection Agreement or PSC Orders 94-C-0095, 95-C-0657, 91-C-1174)

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Proposed Service Quality Measurement	Absolute Standard	NOTES
II. On Time Commitment:		<i>Measured in Missed Committed Appointments</i>
A. INTERCONNECTION - MESSAGE TRUNKS:		
<u>On Time Commitment - Trunks: RNYT</u> <ul style="list-style-type: none"> • % Missed Appointment - • Average Delay Days 	LCUG OP2 parity	Comparison to Switched Access Feature Group D. RFTR will determine cost of reporting missed appointments.
B. UNBUNDLED ELEMENTS:		
<u>On Time Commitment - UNE POTS: RNYT</u> <ul style="list-style-type: none"> a) % Missed Appointment <ul style="list-style-type: none"> • Dispatched Orders • Non-Dispatched Orders • INP only (cutover window met) NR • Hot Cuts (cutover window met) NR b) All orders <ul style="list-style-type: none"> • Average Delay Days c) <u>time customer without inbound service</u> NR d) <u>time customer without outbound service</u> NR <u>On Time Commitment - UNE Specials RNYT</u> <ul style="list-style-type: none"> e) % Missed Appointment <ul style="list-style-type: none"> • Dispatched Orders • Non-Dispatched Orders b) All orders <ul style="list-style-type: none"> • Average Delay Days 	LCUG OP2 @parity @15 min. @5 min. LCUG OP2 @parity	(Compared to POTS Retail Services) Compared to Special (Designed) Retail Services. (Tracked separately for DS0, DS1 and DS3)
C. RESALE:		
<u>On Time Commitment - Resale POTS Services: RNYT</u> <ul style="list-style-type: none"> a) % Missed Appointment <ul style="list-style-type: none"> • Dispatched Orders • Non-Dispatched Orders b) All orders <ul style="list-style-type: none"> • Average Delay Days 	LCUG OP2 @parity	Compared to POTS Retail Services (no designed services) RFTR reports % missed appointments by all orders

Proposed Service Quality Measurement	Absolute Standard	NOTES
Provisioning Process (continued)		
III. Facility Delays - Held Orders:		Measured in % of orders missed due to lack of ILEC facilities
A. INTERCONNECTION - MESSAGE TRUNKS:		
1. <u>Facility Delays</u> - TC INTERCONNECTION/MESSAGE TRUNKS % Missed Appointment - Facilities RNYT	LCUG OP9 @parity	Comparison to Switched Access Feature Group D.
B. UNBUNDLED ELEMENTS:		
1. <u>Facility Delays</u> - UNE - POTS RNYT % Missed Appointment - Facilities -	LCUG OP9 @parity	Basic Link, Analog Line Port, NID, House & Riser and any combination - no designed services: Compared to POTS Retail Services Compared to Special (Designed) Retail Services
2. <u>Facility Delays</u> - UNE - Specials RNYT % Missed Appointment - Facilities -	LCUG OP9 @parity	
C. RESALE:		
1. <u>Facility Delays</u> - Resale - POTS Services RNYT RFTR % Missed Appointment - Facilities -	LCUG OP9 @parity	Compared to POTS Retail Services. RFTR instead to provide monthly held order report showing number of missed appts by type of delay and type of order. Compared to Special (Designed) Retail Services. (Tracked separately for DS0, DS1 and DS3)
2. <u>Facility Delays</u> - Resale - Specials RNYT % Missed Appointment - Facilities -	LCUG OP9 parity	
IV. Installation Quality:		
A. NXX UPDATES:		
1. <u>Installation Quality</u> - NXX updates Verification of NXX Updates	LCUG OP3 @100% within 5 days LERG effective date	NYT to use VETS system to ensure update of NXX codes and act on test results and provide positive report of activation.

Proposed Service Quality Measurement	Absolute Standard	NOTES
B. INTERCONNECTION - MESSAGE TRUNKS: 1. <u>Installation Quality</u> - TC INTERCONNECTION/MESSAGE TRUNKS % Installation Trouble within 30 days RNYT	LCUG OP3 @parity	Comparison to Switched Access Feature Group D.
C. UNBUNDLED ELEMENTS: 1. <u>Installation Quality</u> - UNE - POTS RNYT % Installation Trouble within 7 days % Installation Trouble within 30 days 2. <u>Installation Quality</u> - UNE - Specials RNYT % Installation Trouble within 30 days	LCUG OP3 @parity LCUG OP3 @parity	Compared to POTS Retail Services Compared to Special (Designed) Retail Services. (Tracked separately for DS0, DS1 and DS3)
D. RESALE: 1. <u>Installation Quality</u> - Resale POTS Services RNYT % Installation Trouble within 7 days % Installation Trouble within 30 days 2. <u>Installation Quality</u> - Resale - Specials RNYT % Installation Trouble within 30 days	LCUG OP3 @parity LCUG OP3 @parity	Compared to POTS Retail Services Compared to Special (Designed) Retail Services. (Tracked separately for DS0, DS1 and DS3)
V. TC Performance Indicators		
A. ALL PROVISIONING: 1. <u>TC Order Quality Performance:</u> Tracked by type of service: Trunk, UNE or Resale: RNYT % Missed Appointment - Customer Reasons		Used as indicators of TC performance and customer communication to identify areas for discussion and possible improvement.

Proposed Service Quality Measurement	Absolute Standard	NOTES
<i>Trouble Reporting and Maintenance Process</i>		
<i>I. OSS - Performance</i>		
A. PERFORMANCE OF OSS SYSTEMS	NO LCUG	
1.		
2. <u>Response Time by Transaction type:</u> <ul style="list-style-type: none"> · Create Trouble · Status Trouble · Modify Trouble · Request Cancellation of Trouble · Trouble Report history (by TN/circuit) · Test (POTS only) RFTR does not provide to CLECs RNYT	<p>@parity plus not more than 4 seconds difference(applies to application to application interface)</p>	<p>Response time by Transaction type measured in seconds from the time the query hits DCAS until the data is received back by function: Methodology: NYT to sample 10 transactions per hour from 8 a.m. to 5 p.m. via Sentinel. Sentinel will replicate the transaction of a NYT repair service representative going directly to the OSS as well as a Carrier representative coming in to DCAS to the OSS. RFTR could offer direct OSS access at parity to CLECs</p>
2. <u>Availability of NYT OSS access:</u> RNYT	<p>@24 hours X 7 days access to gateway or parity if direct access LCUG GE1</p>	<p>OSS systems will be available to TC representatives during the same hours that they are available to ILEC repair representatives.</p>
<i>II. Contact Center Availability</i>		
A. Availability: (Repair Bureau) 1. <u>Center hours of operation:</u> NR	<p>@24 hours X 7days LCUG GE2&3</p>	<p>Contact with TCs is designed to take place via direct access systems. Carrier support centers are designed to handle fall-out and not large call volume. NYT <i>Call management system is under development.</i> For RFTR calls go to normal RFTR repair office.</p>
<i>III. Network/Element Performance</i>		
A. INTERCONNECTION - MESSAGE TRUNKS:		
1. <u>Trunk Performance:</u> TC INTERCONNECTION/MESSAGE TRUNKS RNYT RFTR Network Trouble Report Rate	<p>LCUG MR3 @parity</p>	<p>Comparison to all Switched Trunks Blockage captured Blocking Standards: End Office to Access Tandem = .005 Final Trunks = .01</p>

% Blockages		Trunks measured every 1/2 hour - Peg Count (No. of attempts) and Overflow (Blocked or passed to another Trunk . Reported on a busy hour basis.
Proposed Service Quality Measurement	Absolute Standard	NOTES
B. UNBUNDLED ELEMENTS:		
1. Reliability Performance - UNE - POTS : RNYT <ul style="list-style-type: none"> Network Trouble Report Rate Network Trouble Report Rate - Loop Network Trouble Report Rate - Inside % Subsequent Trouble Reports 	LCUG MR3 @parity	Compared to POTS Retail Services Includes subsequent reports. Excludes CPE.
2. Reliability Performance - UNE Specials: RNYT <ul style="list-style-type: none"> Network Trouble Report Rate Total % Subsequents 	LCUG MR3 @parity	Compared to Special (Designed) Retail Services. (Tracked separately for DS0, DS1 and DS3)
C. RESALE:		
1. Reliability Performance - Resale - POTS Services: RNYT RFTR <ul style="list-style-type: none"> Network Trouble Report Rate Network Trouble Report Rate - Loop Network Trouble Report Rate - Inside % Subsequent Trouble Reports 	LCUG MR3 @parity	Compared to POTS Retail Services RFTR will report numbers rather than rates of troubles and subsequents, by disposition code.
1. Reliability Performance - Specials RNYT <ul style="list-style-type: none"> Network Trouble Report Rate % Subsequents 	LCUG MR3 @parity	Compared to Special (Designed) Retail Services. (Tracked separately for DS0, DS1 and DS3)
IV. Switching Performance	LCUG NP1 @parity	
NR: <ul style="list-style-type: none"> a) Switching Performance - PSC Standards <ul style="list-style-type: none"> Percent Blockages & Failures Percent Incoming Matching Loss Percent Dial Tone Speed over 3 Seconds 	0.0 - 1.0 (weakspot > 2.1) 0.0 - 2.1 (weakspot > 2.8) 0.0 - 1.5 (weakspot > 2.6)	NY PSC Standards

A. Switching Performance Index Plan - 1/1A ESS	LCUG NP1/UE1	
a) Machine Access <ul style="list-style-type: none"> Cust. Receiver Digit Overflow Blocked Dial Tone Receiver Attachment Delay Receiver b) Machine Switching <ul style="list-style-type: none"> Cutoff Call Failures F-SCAN Failure Hardware Lost Calls Load Balance Matching Loss Maintenance Interrupts Equipment Outage Trunk to Trunk Memory Overflow 	<u>Threshold</u> <ul style="list-style-type: none"> 1.00 8.00 0.20 0.15 0.65 22.00 90.00 1.80 0.40 0.60 0.01 	<p>The switching index takes a number of factors, weighs them and calculates an overall score. The overall objective is 95.5 and up for each switch. Individual performances may fall below threshold, but not necessarily drop the index below. This is an overall indicator of switch performance. Thresholds based on industry standard guidelines</p> <p>The performance is grouped into two categories machine access and machine switching</p> <p>machine access measurements designed to reflect difficulties experienced by the customer in obtaining service from the switching equipment. machine switching measurements of customers' call attempts (or incoming call attempts from another switch) that failed during call processing.</p>
B. Switching Performance - Index Plan - SESS		
a) Machine Access <ul style="list-style-type: none"> Tone Decoder Overflow Tone Decoder Attached Delay Dial Tone Speed b) Machine Switching <ul style="list-style-type: none"> Facility Cutoff Calls Remote Module Stand Alone Time Initializations SM/RSM Interrupts (AM) Maintenance Usage Audits Equipment Outage Equal Access 	<u>Threshold</u> <ul style="list-style-type: none"> 1.00 0.10 33.34 2.00 0.50 1.00 80.00 50.00 10.00 1.00 100.00 	<p>(See explanation in notes above)</p>